

# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Park Medical Centre

Practice Code: E85636

Signed on behalf of practice: Signed

Date: 30/03/2015

Signed on behalf of PPG: Signed

Date: 30/03/2015

## 1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES.
Method of engagement with PPG: <ul style="list-style-type: none"><li>• <i>The PPG is in general an email group. There are a small number of members who choose to be contacted by letter.</i></li><li>• <i>In addition the practice held a retirement party for a doctor attended by about 500 patients that was an excellent source of feedback.</i></li><li>• <i>The practice has held 3 well attended Patient forums in the year.</i></li></ul>
Number of members of PPG: <ul style="list-style-type: none"><li>• <i>The patient group currently has exactly 100 members</i></li></ul>

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47%	53%
PRG	35%	65%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	21%	10%	16%	18%	16%	9%	5%	5%
PRG	0%	0%	0%	13%	29%	18%	22%	18%

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	44%	4%	0%	16%	2%	1%	2%	2%
PRG	63%	2%	0%	8%	1%	5%	0%	5%

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2%	1%	1%	2%	2%	5%	3%	1%	0%	12%
PRG	1%	1%	0%	2%	4%	3%	1%	1%	0%	3%

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

- ***The PPG is advertised in a number of different ways. There is a page on the website, posters are displayed in the surgery and from time to time a text message is sent to all patients. It is included in the patient handbook, available at the surgery and given to all new patients.***
- ***We monitor membership against the practice population gender mix, age mix, ethnicity, and whether they suffer from any particular disease. See the analysis above.***

- ***In addition our analysis shows that patients suffering from 16 of the 19 major disease areas are represented on the PPG and we have carer representatives. We monitor groups such as smokers, the immunosuppressed and contraceptive users. Over a total of 26 indices there is over representation on the PPG in 18 areas and underrepresentation in 8.***
- ***In common with PPGs across London our PPG has more representation from women and men and is skewed in the elderly direction.***
- ***The practice has encouraged the membership of younger people and male patients by displaying specially adapted posters in the surgery.***
- ***The practice will continue to monitor the make up of the PPG and target specific patient groups accordingly.***

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

- *The practice has patients in a large nursing home nearby. The practice approached the nursing home for information about their established patient group and then wrote to all residents/next of kin inviting participation in our PPG. Relatives of nursing home patients are on the email list and have attended our forums.*

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- *NHS Choices*
- *Formal Complaints*
- *National Patient Survey*
- *Friends & Family Test*
- *Comment Cards*
- *Text Messages*
- *Emails*

How frequently were these reviewed with the PRG?

- *The practice produced two newsletters, circulated the results of the National Patient survey and held 3 well attended patient forums.*

### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p><i>Solution to the issues surrounding care for patients in the nursing home</i></p>
<p>What actions were taken to address the priority?</p> <p><i>There have been a number of communications with Hammersmith and Fulham CCG, the nursing home and other interested parties. These have resulted in a number of suggestions and offers to augment the care that the practice is able to offer the patients in the nursing home.</i></p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p><i>Patients and carers/next of kin are now informed of the issue and are able to participate in the discussions. The practice believe that the involvement of the patients is directly responsible for the improvement of the situation. Care was taken to involve the relatives of patients in the care home alongside other patients. The results of the actions have been publicised in leaflets in the surgery, on the website, by email and at the patient forums.</i></p>

## Priority area 2

A further review of the phone system.

What actions were taken to address the priority?

*The phone system was finally installed in September 2014. Patients reported an improvement to response times and to the on hold music. The new system allows patients to leave recorded messages for repeat prescriptions, a feature that is well used by patients.*

*Talks have been held with the phone company to integrate the phone system with the clinical system. We anticipate patients will find quicker response times.*

Result of actions and impact on patients and carers (including how publicised):

*We asked our PPG whether they wanted more or less automation of the phone system. Most responded that they prefer to talk to a person and we have respected that view. We publicised the new service extensively in the newsletter, by text on the website and in the surgery. Many patients commented favourably initially but it is clear that more work needs to be done.*

### Priority area 3

Description of priority area:

*Implementing a self-service check in system. This will help free up reception time*

What actions were taken to address the priority?

*A self service check in has been suggested by a number of patients. The site has been surveyed and the cables laid. Unfortunately when the engineers came to install a wall mounted unit in December they decided that the wall was not robust enough. A free standing one has been on order for some time and in March engineers came again to assess the site for the new machine whose arrival is imminent.*

*We believe that this machine will free up reception time and save patient queuing time.*

Result of actions and impact on patients and carers (including how publicised):

*When the screen is available we will provide a user guide on the website and in the surgery. We will publicise by text. There will still be the ability to check in with a person but those who wish will be able to check in on the system and take a seat.*

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

2011/2012

<b>Priority for Action</b>	<b>Proposed Changes</b>	<b>Status</b>
Make it easier for patients to access a doctor same day or in the next two days	<ul style="list-style-type: none"><li>• Review number of "Urgent Care" same day slots</li><li>• Review number of 24 hour next day slots</li><li>• Publicise non urgent messaging service</li></ul>	Completed
Make it easier to get through to the surgery on the phone	<ul style="list-style-type: none"><li>• Review phone system</li><li>• Review staffing levels at key times</li><li>• Investigate incoming text messages</li><li>• Investigate auto phone booking of appointments</li><li>• Investigate web based booking of appointments</li></ul>	Completed
Improve customer care	<ul style="list-style-type: none"><li>• Provide customer care training for staff</li></ul>	Completed



2012/2013

Priority for Action	Proposed Changes	Status
Make it easier to get through to the surgery on the phone	<ul style="list-style-type: none"> <li>• Review and replace if necessary the phone system</li> <li>• Implement online booking of appointments</li> </ul>	The phone review took place and a new phone system planned for summer 2013. Postponed because of the new clinical system.
Are there enough reception staff?	<ul style="list-style-type: none"> <li>• Review staffing levels</li> </ul>	2 additional staff members recruited.

2013/2014

Priority for Action	Proposed Changes	Status
<b>Phone system:</b> To finish the work started last year to replace the existing phone system. We believe that this work should be completed by 30 <sup>th</sup> June 2014 and will greatly enhance the patient experience. We aim to use the ability of phone systems to integrate with SystmOne to improve efficiency.	Completed in September 2014	Initially was seen as a great improvement. Needs reviewing and integrating with the clinical system
<b>Access to the surgery services</b>	Online booking of	Completed

<p><b>online.</b> To extend both the services offered and the number of patients using the online services. Our clinical system provider is constantly extending the ways that patients can access online services and we intend to make sure that services are offered as and when they become available. This work should continue through the year with a progress report at each stage of improvement.</p>	<p>appointments</p> <p>Repeat prescriptions</p> <p>Summary Care records</p>	
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4. PPG Sign Off

<p>Report signed off by PPG: YES</p> <p>Date of sign off: 30/3/2015</p>
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How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

*Yes. The particular groups focused on this year were nursing home patients/next of kin, young people and men.*

Has the practice received patient and carer feedback from a variety of sources?

- *NHS Choices*
- *Formal Complaints*
- *National Patient Survey*
- *Friends & Family Test*
- *Comment Cards*
- *Text Messages*
- *Emails*

Was the PPG involved in the agreement of priority areas and the resulting action plan?

*Yes the PPG agreed the priority areas and the action plan*

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- *The service to patients has improved with the additional resources available in the nursing home.*
- *The patients have benefited from the functionality of the new phone system for example the ability to leave ansaphone messages for repeat prescriptions.*
- *The patients will spend less time queuing when the self check in system is installed.*

Do you have any other comments about the PPG or practice in relation to this area of work?